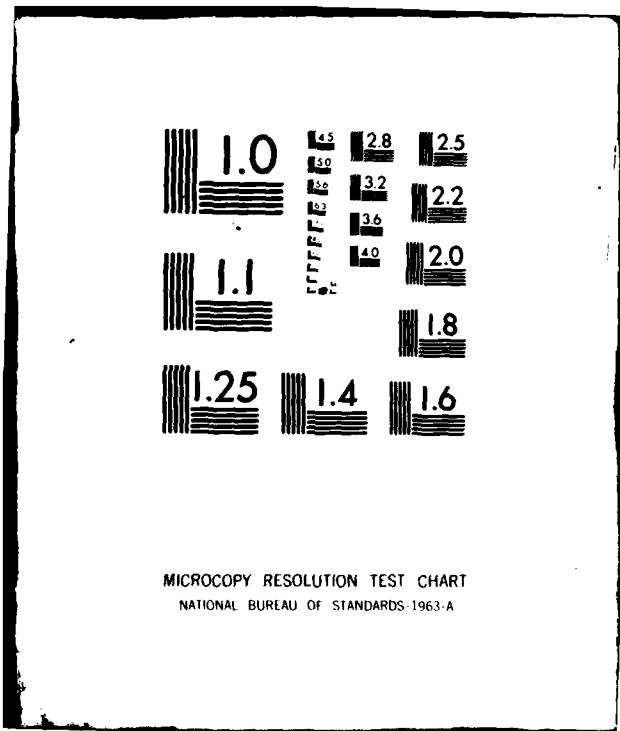


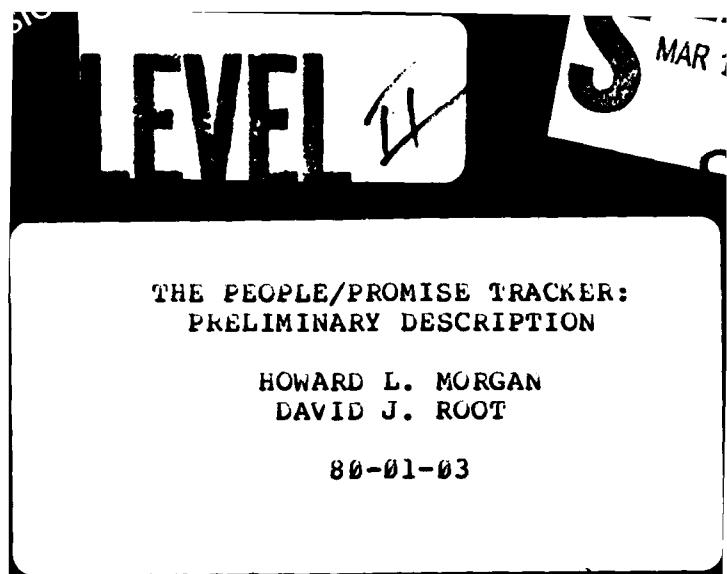
AD-A081 799 WHARTON SCHOOL, PHILADELPHIA PA DEPT OF DECISION SCIENCES F/0 9/2  
THE PEOPLE/PROMISE TRACKER: PRELIMINARY DESCRIPTION.(U)  
JAN 80 H L MORGAN, D J ROOT N00014-75-C-0462  
UNCLASSIFIED 80-01-03 NL

1 2  
3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100



END  
4 80  
DTIC





P

THE PEOPLE/PROMISE TRACKER:  
Preliminary Description

Howard L. Morgan  
David J. Root

80-01-03

DTIC  
EX-CTE  
MAR 14 1980  
D

Department of Decision Sciences  
The Wharton School  
University of Pennsylvania  
Philadelphia, PA 19104

This note will appear in the first issue of the ACM Special Interest Group on Office Automation (SIGOA) Newsletter, to be published March, 1980. Please do not reproduce.

This research was supported in part by the Office of Naval Research under Contract N00014-75-C-0462 with the University of Pennsylvania.

80 3 13 006

REPORT DOCUMENTATION PAGE		READ INSTRUCTIONS BEFORE COMPLETING FORM
1. REPORT NUMBER 14180-01-03	2. GOVT ACCESSION NO.	3. RECIPIENT'S CATALOG NUMBER
4. TITLE (and Subtitle) 6. THE PEOPLE/PROMISE TRACKER: PRELIMINARY DESCRIPTION		5. TYPE OF REPORT & PERIOD COVERED 9. Technical Report
7. AUTHOR(S) 10. Howard L. Morgan David J. Root	8. PERFORMING ORG. REPORT NUMBER 80-01-03	
9. PERFORMING ORGANIZATION NAME AND ADDRESS Department of Decision Sciences The Wharton School/Univ. of Pennsylvania Philadelphia, PA 19104		10. CONTRACT OR GRANT NUMBER(N) 15. N00014-75-C-0462
11. CONTROLLING OFFICE NAME AND ADDRESS Office of Naval Research Information Systems Arlington, VA 22217		12. REPORT DATE 11 Jan 1980
13. MONITORING AGENCY NAME & ADDRESS (if different from Controlling Office)		14. NUMBER OF PAGES 3
16. DISTRIBUTION STATEMENT (for this Report) Approved for public release; distribution unlimited		15. SECURITY CLASS. (of this report) Unclassified
17. DISTRIBUTION STATEMENT (of the abstract entered in Block 20, if different from Report)		
18. SUPPLEMENTARY NOTES		
19. KEY WORDS (Continue on reverse side if necessary and identify by block number) Office automation, SCOOP (System for Computerization of Office Processes, SEED database system		
20. ABSTRACT (Continue on reverse side if necessary and identify by block number) True automation in the office comes when the initiation of activities is aided by the system rather than the system merely serving as a passive tool to assist when the person asks. In this vein, we have built upon the SCOOP and SEED database systems an office automation system which keeps track of the promises we make to people, and those they make to us. V/C F VEGA.		

## The People/Promise Tracker: Preliminary Description

Howard L. Morgan and David J. Root  
The Wharton School  
Dept. of Decision Sciences  
Philadelphia, PA 19104  
(MORGAN@WHARTON, ROOT@WHARTON, morgan(comet))

As we and Zisman have observed in earlier work[1,2], true automation in the office is rather different than mechanization. Automation comes when the initiation of activities is aided by the system rather than the system merely serving as a passive tool to assist when the person asks. In this vein, we have built upon the SCOOP (System for Computerization of Office Processes)[3] and SEED [4] database systems an office automation system which keeps track of the promises we make to people, and those they make to us.

The basic menu for entering data about a person contains not only the normal name and address fields, but also the electronic mail salutation and address. The system works best with people who can be reached via some automatic electronic mail facility. This is used to create a database entry for a person. Clearly, one may make promises to organizations, or to roles (e.g., to the vice-president for marketing- telling him the program will be ready for delivery on Monday), but initially we have worked on it for promises to other humans only.

The system is designed to be used in real time when promises are normally made. In the case of the authors, this usually means during a telephone conversation with someone. Hence, the interaction must be efficient. After instructing the system to run TRACK, the initial message asks for a name. If nothing is typed in, the system shows the main menu, which includes options for examining and updating the status of tasks to be done, contacts which have been made with people, and updating of persons. However, a typical interaction (shown in prompted form for clarity, although the system uses menus on a video display terminal) follows. Underlined items are entered by the user. This is meant to give the reader the general notion of how the system is used.

PERSON: morgan

Howard L. Morgan, Professor, The Wharton School OK? Y

Enter, update, task or contact? ET

Enter task short description: Prepare SIGOA paper

Promised to: Abbott

Russell Abbott, Chair, SIGOA OK? Y

Promised for: SIGOA News

SIGOA Newsletter, Mike Barnett OK? Y

Promised to: Kernighan

Brian Kernighan, Bell Labs OK? Y

Promised by: morgan

Howard L. Morgan, Professor, The Wharton School OK? Y

Enter task long description:  
Prepare a short document for the SIGOA newsletter which  
must be sent to Brian by Jan 11th.

Entering task 22, confirm? Y  
Date due: 11.1.80  
Date promised: 5.1.80

The above sequence enters a new task on the system. Two days prior to the due date for the promised task, an electronic message goes to the person who has promised the task. If the task is not performed and the system so informed, additional messages are sent to the promisor.

In addition to keeping track of tasks, the database can be viewed by person, and can also have records of contacts. The following is the display for the pseudo-person SIGOA.

Name: SIGOA  
Address: ACM Special Interest Group on Office Automation  
c/o R. Abbott  
Cal State University  
Northridge, CA  
Phone:  
Electronic mail address: Kernighan@CMU-10A  
Promised to:  
1. Paper for SIGOA newsletter (11.1.80)  
2. Serve as Vice-Chair (15.11.79)  
Promised for:  
Promised by:  
17. Receive newsletter at OAC (5.3.80)  
Contacts  
19. Telecon with Abbott on formation of SIGOA

The tracker allows the user to know, when he answers the phone, what the likely questions from the party on the phone will be. The quick listing of what is owed to, by, and for that person, along with recent contact information, permit more informed conversation. In addition, knowledge of who various tasks are delegated to can also be maintained by the system.

We have implemented the system in PASCAL on the Wharton DECSYSTEM-10. It has been in test use since September 1979, and is currently being improved in the user interface area. We feel that the ability to integrate the tracking, database, and electronic communications aspects of office automation provides another step forward towards the true types of automated office tools. We welcome comments on the system.

References

1. Morgan, H. L. and D. J. Root, "A Concept of Corporate Memory," Proceedings of the NYU Symposium on Office Automation, May 1979.
2. Zisman, M. "Office Automation: Revolution or Evolution" Sloan Management Review, Spring 1978.
3. Zisman, M. "SCOOP: System for Computerization of Office Processes" Working paper, Dept. of Decision Sciences, The Wharton School, Philadelphia, PA.
4. SEED Reference Manual, International Database Systems, Philadelphia, PA.

Accession For	
NTIS GRAAI	
DOC TAB	
Unannounced	
Justification	
By _____	
Distribution _____	
Availability Codes _____	
Dist	Available/or
	special

DISTRIBUTION LIST

Department of the Navy - Office of Naval Research

Data Base Management Systems Project

Defense Documentation Center  
(12 copies)  
Cameron Station  
Alexandria, VA 22314

Office of Naval Research  
Code 1021P  
Arlington, Virginia 22217

Office of Naval Research  
Branch Office, Chicago  
536 South Clark Street  
Chicago, IL 60605

New York Area Office  
715 Broadway - 5th Floor  
New York, NY 10003

Dr. A. L. Slafkosky  
Scientific Advisor  
Commandant of the Marine Corps  
(Code RD-1)  
Washington, DC 20380

Office of Naval Research  
Code 456  
Arlington, VA 22217

Office of Naval Research  
(2 copies)  
Information Systems Program  
Code 437  
Arlington, VA 22217

Office of Naval Research  
Branch Office  
495 Summer Street  
Boston, MA 02210

Office of Naval Research  
Branch Office, Pasadena  
1030 East Green Street  
Pasadena, CA 91106

Naval Research Laboratory  
(6 copies)  
Technical Information Division  
Code 2627  
Washington DC 20375

Office of Naval Research  
Code 455  
Arlington, VA 22217

Naval Electronics Laboratory Center  
Advanced Software Technology Division  
Code 5200  
San Diego, CA 92152

Mr. E. H. Gleissner  
Naval Ship Research and  
Development Center  
Computation & Mathematics Dept.  
Bethesda, MD 20084

Mr. Kim B. Thompson  
Technical Director  
Information Systems Division  
(OP-911G)  
Office of Chief of Naval Operations  
Washington, DC 20350

Professor Omar Wing  
Columbia University  
in the City of New York  
Dept. of Electrical Engineering  
and Computer Science  
New York, NY 10027

Commander, Naval Sea Systems Command  
Department of the Navy  
Washington, D.C. 20362  
ATTENTION: (PMS30611)

Captain Richard L. Martin, USN  
Commanding Officer  
USS Francis Marion (LPA-249)  
FPO New York 09501

Captain Grace M. Hopper  
NAICOM/MIS Planning Branch  
(OP-916D)  
Office of Chief of Naval Operations  
Washington, DC 20350

Bureau of Library and  
Information Science Research  
Rutgers - The State University  
189 College Avenue  
New Brunswick, NJ 08903  
Attn: Dr. Henry Voos

Defense Mapping Agency  
Topographic Center  
ATTN: Advanced Technology  
Division  
Code 41300 (Mr. W. Mullison)  
6500 Brookes Lane  
Washington, D.C. 20315

Major J.P. Pennell  
Headquarters, Marine Corps  
Washington, D.C. 20380  
ATTENTION: Code CCA-40

Professor Mike Athans  
Massachusetts Institute of Technology  
Dept. of Electrical Engineering and  
Computer Science  
77 Mass. Avenue  
Cambridge, MA 02139